



South Shore Hospital

Public Reporting of Outcomes

2018



DANA-FARBER/BRIGHAM AND WOMEN'S



in clinical affiliation with
South Shore Hospital



STANDARD 1.12: PUBLIC REPORTING OF OUTCOMES

The intent of this report is to demonstrate the result and/or consequence of an activity completed by our cancer program.

Standard 4.1 Prevention Program:

According to our Community Health Needs Assessment Report, we found that Weymouth has a 92.1% (per 100,000 population) lung cancer incidence rate, compared to a state average of 66.1%.

The state of Massachusetts had also announced the approval of two legal marijuana dispensaries set to open in our local area.

In an effort to address these issues, we hosted a Lung Health education session which provided us with a unique opportunity to get out into the community and provide education to students, parents and faculty members of Weymouth Highschool.

Program/Community Need Addressed/Activities:

"Lung Health" education discussion presented by Dr. Michael Jaklitsch, thoracic surgeon. Education targeting parents, students and faculty, highlighting smoking cessation, low-dose lung CT screening, radon exposure, and the new dangers with legalization of marijuana and vaping. Program held at the Weymouth High School.

Marketing:

Advertised on our website and Facebook page; as well as the Weymouth school district, online and with flyers.

Date Held:

11/1/2018

Number of Attendees:

20

Guidelines Used:

U.S. Preventative Services Task Force, U.S. Dept. of Health and Human Services, MA Health Council, CDC, Cannabis Control Commission

Summary of Effectiveness:

We offered educational materials from the CDC, NCI, US preventative Services Task Force as well as local smoking cessation programs. The superintendent of Weymouth schools also plans to share the presentation via an online South Shore Superintendents group. A reporter from "Weymouth Wicked Local" attended and wrote a piece on the event. There was lively discussion of the topics, especially vaping amongst the attendees and Dr. Jaklitsch and there was a lot of interest in us presenting this talk again there, as well as elsewhere in the community.

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Standard 4.2 Screening Programs:

In light of a review of the top referrals to our center with Stage III and IV cancers, we hosted an Oral Head and Neck (OHN) screening. OHN was in our top 3 disease sites seen at our Cancer Center, with 56% of referrals having Stage III or IV disease. To enhance this year's program we reached out to the Asian community in Quincy, partnering with QARI (Quincy Asian Resources, Inc.) and invited them to attend our screening. We had an exceptional turnout this year and made a much bigger impact than in years past.

Program/Community Need Addressed/Activities

Oral, Head and Neck Cancer Screening, offered here at our cancer center by otolaryngologists, Dr. Ibrahim and Dr. Chong; Medical Oncologist Dr. Yee and two of our NPs Gillian Serino and Dana Dowd.

Marketing

Advertised in our community newspaper, The Patriot Ledger, on our website and Facebook page; as well as flyers posted and distributed throughout the cancer center.

Date Held

4/9/2018

of Attendees

77 people from 20 surrounding cities or towns.

Guideline Used

Oral Head Neck Cancer Alliance; Registered our event and used materials provided for proper documentation and follow up

Process to follow-up

All attendees received a copy of their screening results at the end of the visit as well as a letter about a week later reiterating their findings. In addition, 9 patients were contacted by phone to confirm their recommendation for immediate follow up for suspected neoplasms, 5 were for suspected H/N neoplasms and were offered appointments with Dr. Ibrahim/Chong in our clinic; the other 4 were skin neoplasms so were offered appts at our free skin screening clinic on 5/17/18. The 16 patients who received letters recommending further OHN follow up were sent contact information for our clinic to call at their convenience. There were 52 participants with no findings.

Summary of Effectiveness

We provided educational materials from the Oral, Head and Neck Cancer Alliance, the American Cancer Society, and the National Cancer Institute for each attendee. We gave a survey at the end of the screening to determine effectiveness. We had the attendees rate: the ease of making an appt for the screening, the staff they interacted with, whether all their questions/concerns were addressed by the provider, and the program overall. All responses were good or excellent besides two average. We then accessed the educational material provided. Most participants agreed if applicable: to stop using all types of tobacco products; to consume alcohol in moderation, (if under 26 years of age) to consult a physician about vaccine for HPV; as well as performing monthly self exams and sharing the knowledge they gained at the screening with their friends, family or neighbors. Finally to assess our marketing strategy we asked where they had learned of our screening program and most people heard either through the newspaper or Facebook.

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Standard 4.6: Monitoring Compliance with Evidence-based Guidelines

Each year a physician member of the Cancer Committee performs an in-depth review to examine the evaluation and treatment of patients and ensure that it is compliant with evidenced based national guidelines and is appropriate for AJCC stage or other appropriate staging system, including prognostic indicators.

The analysis must aim to determine if the diagnostic evaluation is adequate and the treatment plan is concordant with a recognized guideline. Any problems identified with the diagnostic evaluation or treatment planning process may serve as a source for performance improvement. The role of this standard is to ensure that evaluation and treatment conforms to evidence-based national treatment guidelines using AJCC stage or appropriate staging:

- 2017 NCCN Guidelines Version 4.2017-November 9, 2017
- AJCC vs FIGO Staging

Results are presented to the cancer committee and documented in the cancer committee minutes, The annual in depth analysis must include all of the following components:

- Sources for the assessment must include one of the following:
- Cancer site-specific sample
- Review of single treatment regimen for a specific cancer site

A determination that the first course of treatment is concordant with evidence based national treatment guidelines and/or prognostic indicators:

- NCCN Ovarian Cancer Guidelines
- Primary debulking surgery vs interval debulking surgery
- Adjuvant vs neoadjuvant chemotherapy

A reporting format that permits analysis and provides an opportunity to recommend performance improvements based on data from the analysis.

Study Results

- 12 of the 13 (92%) patients in the study meet all components included in Workup following NCCN guidelines
- 13 of the 13 (100%) patients in the study were staged according to AJCC or FIGO staging guidelines
- All 10 patients potentially eligible for chemotherapy were referred to MED ONC
- Genetic referral indicated in 11 of the 13 patients

Conclusions: *Retrospective EMR chart review confirmed the following*

- Workup: 100% of patients had appropriate components of workup
- Surgery: 12/13 or 92% meet standard for operative note documentation, one document that did not meet the standard was undergoing a staging surgery for uterine carcinosarcoma with incidental findings of low grade IA serous ovarian synchronous malignancy
- Clinical staging: 100% staging in concordance with AJCC and FIGO Staging Classification Guidelines
- Chemotherapy: 100% of patients appropriately referred to MED ONC for discussion of R/B of chemotherapy
 - 80% of these patients went on to treatment
 - 100% offered first line treatment following NCCN guideline
- Genetics: 12 patients appropriate for evaluation
 - 11/12 referred
 - 9/11 completed evaluation

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Standard 4.7: Quality Study—"Quality Problem Solving Forum"

Study topics selected based on a problematic quality-related issue relevant to the cancer program and local cancer patient population, and used as a means to identify a potential issue or understand why a problem is occurring.

Quality studies can evaluate various spectrums of cancer care, including diagnosis, treatment, and supportive care of patients; within that spectrum can be issues related to structure, process, and outcomes.

Background:

Each quality study is required to have the following components, at a minimum:

- Must indicate the study topic that identifies a problematic quality-related issue within the cancer program
- Define study methodology and the criteria for evaluation, including data needed to evaluate the study topic or answer the quality-related question
- Conduct the study according to the identified measures and methodology
- Prepare a summary of the study findings
- Compare data results with national benchmarks or guidelines
- Design a corrective action plan based on evaluation of the data
- Establish follow-up steps to monitor the actions implemented

Quality Related Problem Statement:

The Cancer Center has many groups for addressing building operations, departmental operations, clinical services, etc. However, there is not a mechanism for overall quality problem solving which brings together Dana Farber, BWH, DFCCC, and SSH to systematically review and perform root cause analysis and determine upstream and downstream impacts of solutions.

Defining Study Methodology:

Review the existing groups and understand whether any would be a good quality specific forum to address cross-entity problems. Establish a group of people that can employ an end-to-end approach to deep problem solving in a creative and timely manner.

A cross entity Quality Council focused on deep dive problem solving would best serve the patients:

- To improve efficiency as patients cross specialty services across separate legal entities, each with different rules and regulations.
- To review historically difficult issues where problem solving has stagnated.
- To provide a forum for timely team problem solving in a non-punitive environment.

Cancer Quality Council would report out:

- Annually to provide updates on Quality Improvements and predefined metrics
- Quarterly to Cancer Committee
- Regularly to South Shore Hospital Quality Council

Action Plan

South Shore Health

- Drafted charter and held kick off discussion 10/26/2018
- Drafted and disseminated charter and meeting minutes
- Introduced to South Shore Hospital Quality Council 11/5/2018

- First meeting of Cancer Quality Council held on 10/26/2018, draft of charter and meeting minutes prepared and disseminated to members
- Meeting schedule sent out to members (monthly then quarterly), next steps include:
 - Finalization of charter and membership
 - Draft of dashboard to review
 - Case presentation process
 - Support of Cancer Committee on quality studies and improvements
- Introduction and overview of Cancer Quality Council presented to South Shore Hospital Quality Council on 11/5/2018

LOCATIONS

The Dana-Farber/Brigham and Women's Cancer Center in clinical affiliation with South Shore Hospital provides local access to world-leading care and support.

Experts from Dana-Farber Cancer Institute, Brigham and Women's Hospital, and South Shore Hospital provide services in the Center. This unique clinical collaboration among the three organizations makes it possible to offer many advanced treatments developed at Dana-Farber/Brigham and Women's Cancer Center, including clinical trials.

The Cancer Center features:

- Medical oncology and radiation oncology services provided by Dana-Farber Cancer Institute
- A multispecialty surgical oncology program provided by physicians from South Shore Hospital and Brigham and Women's Hospital
- South Shore Hospital's Breast Care Center, providing a full range of comprehensive care for both benign and malignant breast conditions
- Diagnostic imaging services provided by South Shore Hospital and Harbor Medical Associates

South Shore Hospital We recognize that at some point during patients unique cancer journey they may require hospitalization. With a patient and family centered approach to care the inpatient oncology unit, Emerson 6, is a unit which features private rooms that are equipped to accommodate family members who wish to stay overnight. It is staffed by a team of skilled specially trained oncology nurses and other healthcare professionals. The interdisciplinary team in conjunction with the Oncologist, Surgical and Hospitalist teams aim to provide individualized care to meet each patient's specific needs. Care includes but is not limited to pre and post-surgery, chemotherapy/biotherapy administration, radiation, blood transfusions, pain control management and end of life care."

Dana-Farber Community Cancer Care The first practice in Massachusetts to be re-certified by QOPI (Quality Oncology Physician Initiative), DFCCC provides experienced, board-certified Oncologists, Hematologists, Nurse Practitioners and knowledgeable and compassionate Oncology-Certified Nurses. Features of this practice include:

- Written cancer treatment plans and education sessions tailored for each patient and his/her specific diagnosis with chemotherapy services in our local community offices. Appointments scheduled promptly and at the patient's convenience.
- Coordinated care, including all other providers involved in the patient's treatment with on-site laboratories for convenient tests and results.
- Rapid access to additional experts at academic centers.
- A physician is on call 24 hours/day, 7 days/week.

PROGRAMS

Medical Oncology

The Medical Oncology Division is located on Dana-Farber's 3rd floor of the cancer center at 101 Columbian Street, South Weymouth, MA. The medical oncologists evaluate, treat, and provide long-term follow-up care for patients with solid tumors (e.g. breast, lung, colorectal, prostate cancers) and hematologic malignancies (e.g. Non-Hodgkin lymphoma, Hodgkin lymphoma, multiple myeloma, chronic leukemias). We also diagnose and treat individuals with benign hematologic conditions (e.g. anemia, clotting disorders, and platelet or white blood cell abnormalities).

The Division comprises full time Medical Oncologists and full time Nurse Practitioners. New patients are evaluated initially in a consultation visit, where additional testing is arranged as needed and a comprehensive treatment plan is formulated. Treatments administered in the Medical Oncology Division include chemotherapy (drugs usually administered intravenously to attack a specific type of cancer), targeted therapies (antibodies given intravenously, or small molecules given in pill form, designed to disrupt specific internal or external functions of a cancer cell), or hormonal therapy often employed in breast and prostate cancer treatment. There is a 23 chair Infusion Suite on site, staffed with Chemotherapy/Biotherapy Certified Nurses in addition to most also being Oncology Certified Nurses (OCN), to administer a patient's treatment.

Members of the Division interact regularly with physicians in other divisions in the Center (Radiation Oncology, Surgical Oncology, and Breast Care Center) to provide comprehensive multidisciplinary care. This can include linked MD consultation visits at the time of a patient's initial evaluation in the Center regular Breast Tumor Boards, huddles for Gastrointestinal, Genitourinary, and Thoracic Oncology to facilitate the development of a comprehensive and individualized treatment plan for our patients.

The medical oncology unit also includes a pharmacy, where oncology trained, DFCI pharmacists serve on our team, preparing and dispensing chemotherapy and other medications. To enhance patient's safety, they use advanced technologies, such as a computerized ordering system and bar coded medications. Pharmacists are available to answer questions about your medications.

Our specialized nursing staff at the center is committed to excellence and to compassionate patient-and family-centered care. They have specialized training in the care of patients undergoing cancer treatment. Our program nurses who are available to take phone calls, set up home services, manage oral chemotherapy initiation and adherence. They also provide support under the direction of the physician team managing symptoms and side effects of treatments.

During their treatment, patients may receive additional evaluations from members of our Nutrition, Pastoral Care, and Social Work divisions. A Psycho-Oncology Team is also available for referrals. Upon completion of their treatment, patients are followed long-term by their oncologist, including follow-up blood work and imaging as required. A survivorship clinic is ongoing and genetics clinics added as well with trained specialist onsite from DFCI.

Radiation Oncology

Radiation oncology is provided by Dana-Farber Cancer Institute on the lower level of the Cancer Center at 101 Columbian Street and at 51 Performance Drive in Weymouth. For patients requiring radiation therapy, DFCI/BWCC in clinical affiliation with South Shore Hospital delivers advanced radiation technologies with the compassion and care that patients and their families need during a cancer diagnosis and treatments. Radiation therapies offered at the center include advanced radiation simulation, planning and treatment delivery techniques to include the utilization of 4-dimensional CT simulation, RapidArc™ volumetric modulated arc therapy (VMAT), image guided brachytherapy, image-guided radiation therapy (IGRT), intensity-modulated radiation therapy (IMRT), 3-dimensional radiation therapy (3DRT), deep inspiration breath hold (DIBH), electron radiation therapy, stereotactic radiosurgery (SRS), stereotactic body radiation therapy (SBRT), and Prostate Brachytherapy.

Patients at the center may receive radiation therapy for a wide variety of cancers, including breast cancers, prostate cancers, head and neck cancers, lung cancers, gastrointestinal cancers, genitourinary cancers, gynecological cancers, central nervous system cancers, skin cancers, lymphomas, and more. Patients may also participate in a number of clinical trials run⁷ through the radiation oncology department.

PROGRAMS

Breast Care Center

South Shore Hospital's Breast Care Center, developed in affiliation with Brigham and Women's Hospital and Dana Farber Cancer Institute, opened in December 2002. The mission of the Breast Care Center is to provide timely, supportive, expert care for individuals with benign and malignant diseases of the breast.

Dr. Suniti Nimbkar is the medical director of the center, and working alongside her, is Dr. Katherina Calvillo. The breast center care team also includes two nurse practitioners. Leslie Leveille, NP who has over 20 years of expertise in breast and oncologic care and Dana Dowd NP has a strong interest in women's health issues along with breast oncology. The team also includes the expertise of two nurse navigators, Meghan Staples, RN and Ashley Terhune Sundwall, RN.

Since its inception in 2002, the Breast Care Center has become a regional leader in the care of benign and malignant conditions of the breast. Patients from Boston to Cape Cod and the Islands as well as Rhode Island are seen at the center. The Breast Care Center is part of the Cancer Center at South Shore Hospital in clinical affiliation with DFCI and BWH.

This affiliation has allowed for the creation of a one day multidisciplinary breast cancer clinic in which newly diagnosed breast cancer patients are seen by three specialists, a surgical oncologist, a medical oncologist and a radiation oncologist. Because of its strong link to the academic and research institutions in Boston, the center offers patients access to regional and national clinical trials. The center continues to offer genetic counseling and testing for individuals at high risk for breast cancer. Risk counseling is performed in conjunction with the Cancer Risk and Prevention Clinic at DFCI. The Breast Care Center is fortunate to have a collaboration with reconstructive plastic surgeons affiliated with BWH, DFCI and SSH. A full array of breast reconstruction services are offered for women who have cancer and women who are seeking surgery for risk reduction. When active treatment is complete, the Breast Care Center team also guides patients into the next phase of care – Survivorship.

Multispecialty Clinic

The Multispecialty Clinic provides residents south of Boston with the highest level of surgical cancer care in the region. Under the direction of Dr. Thomas E. Clancy, physicians and surgeons from Brigham and Women's Hospital, South Shore Hospital and the community collaborate to offer a comprehensive range of cancer therapies. Providers include surgical specialists in surgical oncology, colorectal cancer, thoracic surgery, urology, otolaryngology (ENT), gynecologic oncology, cutaneous (skin) oncology and psychiatry.

With a commitment to compassionate and patient-centered care, specialists in the multispecialty clinic offer expertise in a wide range of cancers such as pancreatic and liver tumors, upper gastrointestinal and colorectal cancers, lung and esophageal cancer, head and neck malignancy, thyroid cancer, prostate cancer and other urologic malignancies, gynecologic cancers, and skin cancer.

Advanced expertise is available in minimally invasive gastrointestinal and colorectal surgery, radical pelvic surgery, minimally invasive gynecologic surgery, and use of the da Vinci® robotic surgery platform in urologic, gynecologic, and gastrointestinal procedures. Plastic and reconstructive surgical services work in close contact with breast surgeons from our center for advanced operations such as breast reconstruction and nipple-sparing mastectomy. Surgeons work in close multidisciplinary teams with other providers in the cancer center or in the community to arrive at an individualized patient plan.

A Certified Oncology Nurse Navigator works with providers and staff in the Multispecialty Clinic as an important educator and patient advocate. The Nurse Navigator helps guide patients through the entire cancer care continuum from diagnosis through survivorship helping to improve patient access and quality of care.

SUPPORT AND PATIENT SERVICES

Nutrition Services - Cancer Center

The registered dietitians (RDs) working in both the hospital and community based cancer programs are nutritionists with special training in oncology and integrative nutrition. Their work is based on scientifically sound, evidence-based nutrition therapies.

The nutritionists help design a practical eating plan to meet each patient's individual needs with special attention to their beliefs and cultural values. The nutritionists can also help to manage changes in appetite and weight, manage side effects of cancer treatment, advise patients about foods, vitamins, herbs and supplements, and develop a personalized wellness plan post treatment.

Nutrition Services - Inpatient

The registered dietitians (RDs) perform nutrition assessments on patients identified with risk factors such as weight loss, chewing or swallowing problems, skin breakdown, surgery, or potential malnutrition. A complete nutrition assessment includes reviewing the medical record and interviewing the patient and family. Dietitians also meet daily with the nurse and other members of the medical team. They formulate a nutrition care plan which includes estimation of calories and protein needs, nutrition diagnosis and goals. Dietitians assess how the patient is meeting their needs through their diet and the patient is offered supplements that are high in protein and calories, as needed.

Education is a primary focus for patients, based on their needs. Education often includes learning to manage diet restrictions, combined with recommendations for increasing nutrition intake when appetite is low or body stores need repletion. Prior to discharge patients may be referred to other healthcare providers such as SSH's Home Care Division, or 'Meals On Wheels', or a dietitian at the DFCC or the Outpatient Dietitian at South Shore Medical Center. If patients need nutrition support with tube feedings or parenteral nutrition, dietitians and case managers work together to set up a plan for home, and provide education to the family.

Social Services

The ambulatory oncology social worker is a member of the interdisciplinary team who provides psychosocial assessment and on-going supportive counseling to patients and their families through the continuum of care. The social worker is available for support as patients adjust to a new diagnosis of cancer, prepare for surgery and/or the side effects of treatment, cope with recurrence or progression of their disease or transition out of treatment and face issues of survivorship. The social workers also plays a key role in helping patients and their families. In collaboration with the team, our social worker are available to help guide and support patients and their loved ones around end-of-life decision making, including the transition to hospice care or comfort care. The social worker is available to offer bereavement support to families as well as to staff around the importance of self-care to address accumulated grief in the oncology work setting.

Clinical Research and Clinical Trials

Dana-Farber/Brigham and Women's Cancer Center in clinical affiliation with South Shore Hospital has developed a diverse portfolio of clinical trials tailored to the needs of patients seeking their oncology treatment in the community setting. With an interdisciplinary team of dedicated specialists in the areas of medical, radiation and surgical oncology, the Cancer Center is able to offer patients access to these clinical trials.

The convenience and accessibility of clinical trials at the satellite cannot be overstated, and is fully consistent with our mission of providing treatments they may not have pursued if the trials were not available and conveniently located in the community. The clinical research program at the Cancer Center has certainly had a positive impact on both the quality of life of the South Shore residents and on the advancement of discovery in cancer research.

Nurse Navigation

The Nurse Navigators are experienced, Registered Nurses with a high degree of clinical expertise. The Nurse Navigators in the Breast Center are certified Breast Nurse Navigators. The Nurse Navigator in the Multispecialty Clinic is an Oncology Certified Nurse (OCN) and Certified Oncology Nurse Navigator – Certified Generalist (ONN-CG).

Navigators are the point of contact for patients and can go to their navigators with any clinical questions they may have concerns about. Nurse Navigators are equipped with knowledge to help the patient better understand diagnosis, treatment plans and options and can assist with addressing survivorship concerns. Nurse Navigators are a useful resource to our patients, along with the entire care team, in helping to answer patients' questions and concerns throughout their care.

Our patients may require several "specialists" throughout the center. Nurse Navigators can help make sure our patients know what the various phases of their treatment will be, who they will meet and where they will need to go. Providing that guidance along the way can be quite reassuring to patients. Our Nurse Navigators work with and across all modalities assisting patients along their treatment trajectory.

Patients may experience barriers to care such as physical changes, transportation, financial, nutrition and emotional stressors that the center has resources for. The Nurse Navigators, being part of a multidisciplinary team at the cancer center, are aware of the resources available and can make referrals to the services. Nurse Navigators teach, advocate for, and remain a constant resource for patients throughout their care.

To address barriers to care, a multidisciplinary group created and piloted a Chemotherapy Orientation class for new chemotherapy patients. The goal is to reduce the patients' anxiety and educate them about their treatment, prior to beginning. In 2017, 50 patients attended this class.

The class started as a pilot program and is designed to complement the orientation received with a physician and chair-side chemo infusion nurse. Since its inception, the class has successfully taken off—helping alleviate patient anxiety before the unknown initiation of chemotherapy treatment.

All patients beginning chemotherapy as part of their treatment plan (as well as their families) are invited to attend prior to their first treatment. The class offers a relaxed atmosphere, where you and your loved one(s) can ask questions and learn about common side effects and management techniques.

Integrative Therapies

Dana-Farber/Brigham & Women's Cancer Center in clinical affiliation with South Shore Hospital offers patients Integrative Therapies provided by South Shore Hospital to assist with their care and comfort.

Services included: therapeutic massage, Reiki, yoga and exercise to help healing, relieve stress and better manage side effects associated with cancer treatment. Integrative Therapies are used in conjunction with all other medical or therapeutic treatments. They can also help relieve muscle and joint tension and stiffness, reduce anxiety, promote restful sleep, promotes deeper and easier breathing, reduces blood pressure, and may help to reduce nausea and strengthen the immune system.

Cancer Genetics—Risk Assessment

Cancer is a class of diseases that is characterized by changes, called mutations, in the cell's DNA that result in uncontrolled cell growth. Genetics is the field of science that studies how these changes occur and how they are passed down from generations. The study of genes plays an important role in understanding and preventing many diseases like cancer.

This new decade of “next generation gene sequencing” identifies an array of genes that influences the development of cancer. As a result, the Breast Center has added a *Risk Assessment and Management Division* within their department. Many of the individuals coming for genetic counseling have been surprised to learn of other hereditary cancer syndromes that they are at risk of having and they are taking the necessary steps to increase or modify their cancer screening and preventative options.

Family health histories are the mainstay in helping to find or identify people in a family who are at risk for disease in the future or who may already be sick but have not been diagnosed based on genetic traits. The most important steps you can make towards accomplishing this goal is by starting a conversation with your health care provider about your family history of cancer and whether genetic testing is right for you.

For questions, or to make an appointment to assess your risk call (781) 624-4545.

Resource Room

The resource room is equipped with (2) computer kiosks that have been preloaded with web sites that contain accurate information, in multiple languages, for those who prefer to ‘surf the web’ on their own; a printer is attached to each. The resource room also supports patients in getting signed up for Patient Gateway, which provides them real time access to their online medical records.

We have a comprehensive listing of DFCI approved web sites that provide the most current information about cancer care, survivorship, coping with cancer and diagnosis as well as many other resources available for patients.

The Family Connections Program is available in the resource room. This program's mission is to identify and respond to the needs of parents and children by supporting, supplementing and empowering parents and children coping as a family.

The Family Connection's Program provides resources and information to adult patients and their children that offer guidance and support in managing the impact of cancer on their lives. These resources are made available to parents, grandparents, or guardians.

Comfort items are available for patients in the resource room, also. We have an ample supply of new, warm hats for men and women, scarves, lap robes, prayer shawls and comfort pillows that have been donated by various community groups and local schools. Spiritual items representing many faiths and practices are available for those seeking comfort of that nature.

All educational materials and comfort items can be delivered to inpatients requesting them while at South Shore Hospital.

Philanthropy

South Shore Health System has developed a top quality cancer care program in large part due to tremendous donor support. The organization's fundraising arm, the South Shore Health System Foundation, generates philanthropic support for cancer care treatments, programs and services through a variety of methods, including major, planned and annual gifts; and fundraising events. Funds raised through these methods support the latest diagnostic technology, advanced surgical procedures, comprehensive inpatient care and access to groundbreaking clinical trials, new therapies and expert clinicians.

Hospice & Palliative Home Care Programs

Our program continues to grow primarily as a result of the ongoing education we have committed to share with our community regarding end of life care. As an organization we have collaborated with several community partners as well as within our own health system to help physicians, clinicians, patients and families better understand the work that Hospice does every day. In addition we have continued to build our team of skilled clinicians so we can meet current and future complex patient needs. We continue to provide care 24 hours a day, seven days a week. The additional staff and our availability to patients and families have allowed us to accept a large volume of same day admissions from local health care facilities; this in turn has helped our program grow. The Hospice bereavement department has also continued to grow over the past 18 months with heightened focus on the grief process and helping families to cope after the loss of a loved one. The structure allows the bereaved to be followed for 13 months after death and it provides support in the form of grief groups, individual counseling and community outreach programs. In addition the Hospice liaison continues to impact our community by providing CEU programs and many other events that highlight the importance of end of life care.

Our Palliative Care Team which falls under the skilled services of the South Shore VNA has also continued to grow over the past year. The patient volume has exceeded previous years and the level of acuity in patient care continues to evolve. The desire to keep chronically ill patients out of the acute setting and as an alternative work at managing their symptoms at home has precipitated this growth. The team offers their services in a variety of ways; full time case management, co-managing, and consultative services. Staff continues to educate and work with providers to ensure the same quality of care is given in the home setting. In turn this allows patients the peace of mind knowing that their care is being well managed in the setting of their choice.

The growth of the Palliative care program has also impacted Hospice, as it has allowed for transition to a more appropriate level of care with much ease. Education efforts continue with both patients and our community partners as we strive to define the varying differences between Palliative and Hospice care. Providing the most appropriate level of care to the right patient at the right time continues to be our top priority at all times.

Oncology Program —South Shore Visiting Nurse

Our Oncology Program team provides at-home nursing and rehabilitative care to patients with cancer diagnoses in 30 cities and towns on the South Shore. The program is collaboratively managed with the patient's physician, certified oncology nurses, social workers, physical therapists, nutritionists, and others. Our service includes education, support, infusion therapy, and symptom management. All care is personalized, focusing on the physical, mental, and social well-being of the patient and family.

Chaplaincy

Our Chaplain has an active role in multidisciplinary collaboration for patient care by attending New Patient Conferences, Supportive Care Rounds, and monthly Cancer Committee meetings. Spiritual Care offers Prayer Services in response to staff needs and individual spiritual support is provided to employees when requested. A spiritual "Blessing of hands" is offered to staff to acknowledge the importance of their compassionate care of our patients. Bereavement Resources are offered to families and staff through coordination with the Director of Bereavement at DFCI Boston and the Bereavement Committee at SSSH.

COMMUNITY OUTREACH

Support Groups

The **Prostate Support Group** is held on the second Wednesday of each month from 6:30 to 8:00 p.m. for discussion, friendship and support. Facilitated by Michael Gutierrez, Clinical Social Worker.

Facing Forward- Breast Cancer Support Group is held on the fourth Wednesday from 6:00 to 7:30 p.m., September through June. Facilitated by Laurie Piquette.

Artful Healing – The second Monday of the month from 1:00 to 2:30 p.m. Facilitated by former patient and art teacher Sharon Ouellet, and Patient Council co-chair Martha Cipullo.

AMERICAN CANCER SOCIETY (ACS)

104 patients from South Shore Hospital were served by the American Cancer Society in 2018.

Lodging

Two patients received lodging secured by the American Cancer Society.

Look Good Feel Better

Forty-five (45) patients participated in a Look Good Feel Better program.

Look Good Feel Better is a non-medical, brand-neutral public service program that teaches beauty techniques to people with cancer to help them manage the appearance-related side effects of cancer treatment. The program includes lessons on skin and nail care, cosmetics, wigs and turbans, accessories and styling, helping people with cancer to find some normalcy in a life that is by no means normal. The program is open to all women with cancer who are undergoing chemotherapy, radiation, or other forms of treatment.

Personal Health Manager

Thirty-five (35) patients received Personal Health Managers.

The *Personal Health Manager* (PHM) is an organizational portfolio for newly diagnosed patients with information tailored to their type of cancer. PHMs help patients and their caregivers learn about cancer and organize information they receive from many various sources related to diagnosis and treatment.

Transportation

Sixteen (16) patients received rides to treatment (nine through the *Road To Recovery* program and seven through another transportation source secured by the American Cancer Society).

The *Road To Recovery* program provides patients in need with free rides to treatment. For those who cannot drive themselves or have no other means of getting to cancer-related medical appointments, volunteers donate their time to give cancer patients in their community a much-needed ride.

Wig

One patient received a wig through the American Cancer Society.



